

# DTS Enterprise Incident Report August 2011

As of 9/6/2011

## Community and Culture

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Community and Culture	109	2	111
	36	1	37
Customer Company Total	109	2	111
	36	1	37

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Community and Culture	109	2	111
	19	0	19
Customer Company Total	109	2	111
	19	0	19

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**

**Bottom Number -Average time in hours**

Customer Company	Low	Medium	ATTIR Total
Community and Culture	109 2.35	2 0.00	111 2.30
<b>Customer Company Total</b>	109 2.35	2 0.00	111 2.30

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Community and Culture	109	2	111
	12	0	12
Customer Company Total	109	2	111
	12	0	12

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Community and Culture	109 10.67	2 0.44	111 10.48
Customer Company Total	109 10.67	2 0.44	111 10.48

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### Detail

<b>INC000000300841</b>	Cheryl Mansen Application Support	Application Michael Brown	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 760.12
<b>INC000000343862</b>	Cory Jensen Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.01
<b>INC000000344572</b>	John Ingersoll Administration and Management	PC/Laptop Matthew Blunk	Hardware Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	178.42 178.42
<b>INC000000350402</b>	Glenn McMurtrey Purchasing Support	Application Kathy Kirtz	Error Community and Culture	Microsoft Office Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.07 5.63
<b>INC000000350500</b>	Kathy Kirtz Purchasing Support	None Kathy Kirtz	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.62 4.24
<b>INC000000353091</b>	Jen Parsons-Soran Metro B Desktop Support	None Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.41
<b>INC000000354944</b>	Sheryl Featherstone Help Desk	Application Vicky Marrelli	Password Community and Culture	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.20 2.40
<b>INC000000354984</b>	Sheryl Featherstone Capitol Hosting	Application Dale Hicks	Error Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.06 6.09
<b>INC000000355821</b>	Amanda Rock Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000356094</b>	Shirlee Silversmith Metro A Desktop Support	Application Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.44
<b>INC000000356111</b>	Justin Hudspeth Metro A Desktop Support	PC/Laptop Burton Brown	Performance Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.94
<b>INC000000356261</b>	Derinna Kopp Application Services	None Tony Larsen	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.52
<b>INC000000356274</b>	Derinna Kopp Metro B Desktop Support	PC/Laptop Cindy Reed	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.09 8.55
<b>INC000000356615</b>	Jolet Olsen Metro B Help Desk	None Gary Graham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.16
<b>INC000000356615</b>	Jolet Olsen Metro B Help Desk	None Gary Graham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.16
<b>INC000000356733</b>	Justin Hudspeth Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.48

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<b>INC000000356757</b>	Sheryl Featherstone	Application	Error	None		TIR Missed: No	TIR: 0.76
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.49
<b>INC000000356830</b>	Julie Iosefa	None	None	None		TIR Missed: No	TIR: 0.10
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.13
<b>INC000000356932</b>	Matthew Turner	Application	None	Novell GroupWise		TIR Missed: Yes	TIR: 1.32
	Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed: Yes	TTR: 22.74
<b>INC000000357012</b>	Mary Jacobs	Application	None	Microsoft Office		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.39
<b>INC000000357309</b>	Janice Reed-Campbell	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 3.49
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: No	TTR: 3.49
<b>INC000000357318</b>	Janice Reed-Campbell	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.15
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.15
<b>INC000000357424</b>	Rhonda Wilkinson	Network	Incident	None		TIR Missed: No	TIR: 0.62
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.62
<b>INC000000357560</b>	Matthew Turner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.57
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.57
<b>INC000000357565</b>	Matthew Turner	Application	Error	Adobe Acrobat		TIR Missed: No	TIR: 0.54
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.54
<b>INC000000357744</b>	Kristen Rogers-Iversen	Network	Error	None		TIR Missed: No	TIR: 0.07
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.28
<b>INC000000357881</b>	Derinna Kopp	None	None	None		TIR Missed: No	TIR: 0.00
	Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.03
<b>INC000000357989</b>	Justin Hudspeth	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.73
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: Yes	TTR: 6.26
<b>INC000000358222</b>	Judy Hunt	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.30
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.30
<b>INC000000358244</b>	Debbie Reese	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.33
<b>INC000000358345</b>	Julie A Anderson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.17
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low	Closed	TTR Missed: No	TTR: 3.75
<b>INC000000358385</b>	Claudia Nakano	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.81
<b>INC000000358385</b>	Claudia Nakano	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.81

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<b>INC000000358861</b>	Debbie Reese Metro B Help Desk	Application Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000359348</b>	Vicki Smith Metro B Hosting	None Cordell Measells	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.33
<b>INC000000359476</b>	Debbie Reese Metro B Help Desk	Application Val Shepherd	None Community and Culture	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000359615</b>	Lynnette Hiskey Help Desk	Application Vicky Marrelli	Password Community and Culture	Public Meeting / Notice Web Sit Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000359887</b>	Lisa F Nelson Help Desk	Telecom Brenda Treadway	Dial Tone Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.49
<b>INC000000359982</b>	Ronald Van Harten Help Desk	Telecom Vicky Marrelli	Dial Tone Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000360645</b>	Glenna Matekel Metro B Help Desk	Application Val Shepherd	None Community and Culture	Acrobat Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
<b>INC000000361033</b>	Linda Roholt Application Services	Application Martin Gonzalez	None Community and Culture	Proofpoint Email Security Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.76 7.78
<b>INC000000361114</b>	Cory Jensen Metro B Help Desk	Network Val Shepherd	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000361510</b>	Daniel Herbert-Voss Metro A Desktop Support	Application Burton Brown	None Community and Culture	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 1.66
<b>INC000000361895</b>	Kathy Kirtz Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000361902</b>	Shelli Goble Metro B Help Desk	None Gary Graham	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
<b>INC000000362094</b>	Mary Jacobs Metro B Help Desk	Application Gary Graham	None Community and Culture	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000362147</b>	Lynette Lloyd Metro B Hosting	Application Paul Engberson	None Community and Culture	Visio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.47
<b>INC000000362155</b>	Cory Jensen Metro B Desktop Support	Application Matthew Blunk	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 1.25
<b>INC000000362207</b>	Yvette Rhodes Strategic Communications	EIS Hardware Luis Larios	Printer Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 5.57
<b>INC000000362302</b>	Mary Jacobs Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.86



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<b>INC000000362303</b>	Jill Mecham	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.85
<b>INC000000362474</b>	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000362790</b>	Julie A Fisher	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.04
<b>INC000000362946</b>	Kimberley Schmeling	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.07
<b>INC000000363012</b>	Dean Budinger	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000363133</b>	Lila Abersold	Application	None	None		TIR Missed: No	TIR: 0.01
	Metro B Desktop Support	Jay Locker	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.30
<b>INC000000363789</b>	Shirlee Silversmith	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.18
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.04
<b>INC000000363806</b>	Julie A Anderson	Telecom	Feature	None		TIR Missed: No	TIR: 0.05
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.41
<b>INC000000363898</b>	Donna Morris	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.23
<b>INC000000363905</b>	Kristen Stehel	Application	Error	MicrosoftWindows Operating Sy		TIR Missed: No	TIR: 0.94
	Metro B Desktop Support	Torri Randa	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.94
<b>INC000000363918</b>	Jeri Openshaw	None	None	Symantec AntiVirus		TIR Missed: No	TIR: 0.00
	Security	Jed Johnson	Community and Culture	Low	Closed	TTR Missed: No	TTR: 2.69
<b>INC000000363979</b>	Lila Abersold	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000363983</b>	Susan Hayward	Application	Error	MicrosoftWindows Operating Sy		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000364011</b>	Julie A Anderson	None	None	None		TIR Missed: No	TIR: 0.93
	Metro B Hosting	Ted Pardike	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.93
<b>INC000000364041</b>	Kimberley Schmeling	PC/Laptop	None	PGP		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000364844</b>	Darci Card	Network	None	None		TIR Missed: No	TIR: 0.27
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low	Closed	TTR Missed: Yes	TTR: 6.66
<b>INC000000365157</b>	Tony Mirabella	Application	Error	None		TIR Missed: Yes	TIR: 1.33
	Metro B Desktop Support	Torri Randa	Community and Culture	Low	Closed	TTR Missed: No	TTR: 3.13

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<b>INC000000365305</b>	Cheryl Brown Application Services	Application Tony Larsen	Error Community and Culture	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.32 4.42
<b>INC000000365623</b>	Jill Mecham Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
<b>INC000000365758</b>	Londi Rowley Metro B Help Desk	Network Gary Graham	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000365759</b>	Darci Card Metro B Desktop Support	Application Matthew Blunk	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 1.77
<b>INC000000365802</b>	Joanne Taylor Rural Central Desktop Support	Application Jeremy Standifird	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.84
<b>INC000000366299</b>	Chris Frederickson Application Services	None Bill Felt	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000366413</b>	Wilson Martin Metro B Help Desk	Application Janet Hongsyvilay	Reporting Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.79
<b>INC000000366464</b>	Shad West Metro A Desktop Support	Application Mike Wilde	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.48 6.34
<b>INC000000366467</b>	Lila Abersold Metro B Help Desk	None Gary Graham	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
<b>INC000000366547</b>	Lynette Lloyd Metro B Help Desk	None Gary Graham	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.56
<b>INC000000366594</b>	Lynette Lloyd Metro B Desktop Support	None Jay Locker	None Community and Culture	Microsoft Office Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.36 5.22
<b>INC000000366803</b>	Nelson Knight Metro B Help Desk	Application Val Shepherd	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
<b>INC000000366829</b>	Amanda Rock Metro A Desktop Support	Application Burton Brown	Password Community and Culture	Contribute Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.86 5.87
<b>INC000000366986</b>	Lila Abersold Metro B Desktop Support	Application Jay Locker	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 9.37
<b>INC000000367120</b>	Craig Fuller Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
<b>INC000000367474</b>	Leah Garrett Metro B Desktop Support	PC/Laptop Cindy Reed	Performance Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.96
<b>INC000000367573</b>	Leah Garrett Metro B Desktop Support	Application Matthew Blunk	Error Community and Culture	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.60 1.60

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<b>INC000000367766</b>	Lisa F Nelson	Telecom	Hardware	Telephone		TIR Missed: No	TIR: 0.50
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.53
<b>INC000000367881</b>	Douglas Lee	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 2.20
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 2.20
<b>INC000000367892</b>	Lynette Lloyd	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000368299</b>	Lisa F Nelson	Telecom	Feature	None		TIR Missed: No	TIR: 0.06
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.13
<b>INC000000368440</b>	Claudia Borjas	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.79
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.86
<b>INC000000368604</b>	Kathy Kirtz	None	None	None		TIR Missed: Yes	TIR: 10.33
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR: 10.33
<b>INC000000369203</b>	Janice Reed-Campbell	PC/Laptop	None	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR: 1.94
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 1.94
<b>INC000000369220</b>	Lynette Lloyd	None	None	None		TIR Missed: No	TIR: 0.00
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.95
<b>INC000000369225</b>	Lynette Lloyd	None	None	None		TIR Missed: No	TIR: 0.00
	Voice Operations	Romanza Hamblin	Community and Culture	Medium	Resolved	TTR Missed: No	TTR: 0.86
<b>INC000000369573</b>	Lynette Lloyd	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.25
	Application Services	Martin Gonzalez	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR: 14.21
<b>INC000000369671</b>	Craig Fuller	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.70
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 3.54
<b>INC000000370017</b>	Kathy Kirtz	Mobile Devices	None	None		TIR Missed: No	TIR: 0.77
	Application Services	Dustin Crump	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 1.01
<b>INC000000370018</b>	Kathy Kirtz	Mobile Devices	None	None		TIR Missed: No	TIR: 0.78
	Application Services	Dustin Crump	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.78
<b>INC000000370145</b>	Cheryl Brown	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.22
<b>INC000000370287</b>	Sandra Andrus	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.58
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.88
<b>INC000000370333</b>	Kimberley Schmeling	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.20
<b>INC000000370348</b>	Pema Chagzoetsang	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.07

# DTS Enterprise Incident Report August 2011

As of 9/6/2011

## Community and Culture

<b>INC000000370637</b>	Susan Hayward	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.20
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 1.04
<b>INC000000371320</b>	Katherine Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.53
	Metro D Help Desk	Doug Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.53
<b>INC000000371756</b>	Kristen Rogers-Iversen	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.09
<b>INC000000371835</b>	Mary Jacobs	None	None	Microsoft Office Professional 20		TIR Missed: No	TIR: 0.00
	Purchasing Support	Kathy Kirtz	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.74
<b>INC000000371875</b>	Claudia Borjas	None	None	None		TIR Missed: Yes	TIR: 3.46
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 3.46
<b>INC000000372384</b>	David Fleischer	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.10
<b>INC000000372635</b>	Doug Misner	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.08
<b>INC000000372640</b>	Dena Budinger	None	None	None		TIR Missed: Yes	TIR: 1.14
	Security	Bart Grant	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 2.84
<b>INC000000373079</b>	Heidi Orchard	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Medium	Resolved	TTR Missed: No	TTR: 0.02
<b>INC000000373165</b>	Sarah Pitkin	None	None	Internet Explorer		TIR Missed: Yes	TIR: 2.17
	Metro B Help Desk	Gary Graham	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 2.17